

Jan. 31, 1996

Kansas Corporation Commission  
1500 S.W. Arrowhead  
Topeka, KS 66604-4027

Formal Complaint

Re: Michealis Real Estate 211 N. Broadway, Wichita, KS 67202

Pay Phone Concepts, Inc. (FPC) requests relief from Southwestern Bell Telephone Co. Public Coin (SWBPC)

- March 7, 1995 Letter of Authorization (LOA) signed by owner (copy enclosed, original in our file)
- March 15, 1995 Faxed Order in the Vendor Resource Group (VRG)(copy enclosed, original in our file).
- March 13, 1995 VRG Rep (Kamille), calls FPC to say Southwestern Bell Public Coin (SWBPC) has a contract on this payphone till 10/1996 and a buy out of contract would be \$3,906.69.

Mark Michaelis made several attempts to have SWBPC send him a copy of the contract with reference to the payphone 316-682-9859 that is now on his property. No contract was ever produced by SWBPC

- June 26, 1995 A 30 day notice (copy enclosed) was sent in to SWBPC. Mr. Michealis contends there is no contract on this payphone with him. It's on his property and he wants it changed to FPC's payphone.

- Dec. 7, 1995 on or about SWBPC rep., only known as "Billy" contacted Mrs. Presley and began the process to change Mrs. Presley's decision about PPC providing the payphones at 621 W. 21st. There were numerous negative accusations given by Billy to Mrs. Presley with reference to PPC's ability to do the job. Billy of course stated SWBPC would make up all the commissions lost to her if she would sign an agreement with SWBPC now. This, as you might realize for Mrs. Presley (a heart Patient) has now become a very mixed up situation. She wonders why she can't simply get done what she signed off to do with PPC.
- Dec. 17, 1995 SWBPC rep. Marilyn Brumby stated via phone that there was not a contract on either of the payphones in question at 621 W. 21st with Mrs. Presley. The Martenize Contract was void upon their moving out of the leased 621 W. 21st Location. (Obviously SWBPC is putting up a road block to stop our installation until such time as they can persuade the Mrs. Presleys, or in her case, cause enough havoc or skepticism to make her give up on making the change.)
- Dec. 20, 1995 SWBPC Supv. Pilar Martin stated via phone that they get no information about the orders Independent Payphone Providers (IPP) submit to VRG, yet SWBPC just so happened to call on Mrs. Presley just after we did. Martenize had been moved out for well over four months yet no call from SWBPC until PPC brought it to light. Coincidence, I don't think so. Mrs. Martin stated that PPC would need to provide proof to SWBPC that Mrs. Presley was indeed the rightful property owner. Even though they know Mrs. Presley is the location owner as they are trying to persuade her to sign with them and not make the switch to PPC. (PPC can't talk to SWBPC directly, so this lets them say one thing to the location provider, contract or not, and something different to delay PPC.)
- Dec. 23, 1995 PPC Keith Boller stopped in to see Mrs. Presley at her home to go over with her what has transpired with reference to the payphones on her property. She shared with me what SWBPC people have said to her and what they want her to do now. Even with all this badgering of Mrs. Presley by SWBPC, she still confides in PPC that they are to be the payphone provider on her property.
- Jan. 20, 1996 While in Wichita I stopped into the County Register of Deeds to get a copy of the Deed for the 621 W. 21st property. The deed shows Mrs. Presley has been the owner of record for quite some time. (Enclosed copy of deed, original of file at Sedgewick County Register of Deeds.)
- Jan. 22, 1996 PPC refaxed order with Copy of deed into VRG. This was supposedly the only item needed to move the road block and proceed with our request for service at 621 W. 21st in Wichita, KS. Later that day I called Mrs. Presley. SWBPC had contacted her and persuaded her to leave the SWB payphones in place as they would pay her for back months due. Therefore Mrs. Presley informed PPC she is canceling her request for their services.

Feb. 1, 1996

Kansas Corporation Commission  
1500 S.W. Arrowhead  
Topeka, KS 66604-4027

*Formal Complaint*

Re: America Pub, 900 E. 1st Wichita, KS (316)267-8475

Pay Phone Concepts, Inc. (PPC) requests relief from Southwestern Bell Telephone Co. Public Coin (SWBPC).

- 4-24-95 Letter of Authorization (LOA) (copy enclosed, original in our file) signed to have Pay Phone Concepts (PPC) provide their payphones. Brian Hagan requested the existing non working SWB phones be removed and our phones be installed in the same place. The existing SWB phones (316)262-9230 and 262-9907 were not and had not worked for months since they were in there doing their remodeling. When these #'s were called on 5/1/95 you would get SWB C.O. intercept announcement (3 tone herald and the # you have dialed is not in service). Brian requested our phones be in and working by the 11th of May.
- 4-25-95 Faxed order and LOA into the Vendor Resource Group (VRG) in Dallas (copy enclosed, original in our file).
- 4-27-95 Southwestern Bell Public Coin (SWBPC) rep. shows up at Americas Pub and wants them to sign a new contract for the payphones. Brian tells them he has a vendor and to please remove their phones.
- 4-30-95 VRG calls and says Americas Pub has contract with SWBPC. (Says previous tenants contract passes to new tenant). Yet Brian repeatedly made calls to SWBPC to tell them he didn't want their services and to remove their phones. Brian requested a copy of the contract and SWBPC could never produce a copy of the previous contract.
- 5-5-95 Nothing was getting resolved and Brian needed phones. PPC faxed in order (copy enclosed, original in our file) to get at least 1 line for PPC payphones as the due date of May 11th quickly approached. (SWBPC payphones were still on the walls and were not working)
- 5-9-95 VRG called to give PPC the order and phone #'s with a due date of 5/12/95 for the order request. SWBPC still contended they had a contract and would not remove the phones as requested by the tenants (Americas Pub). Brian made more calls to the SWBPC 800# to try and get his requirements met, but with no success. He was terribly frustrated due to SWB and began to doubt whether PPC would be able to provide his request.

5-12-95 PPC installed 1 payphone to open with. SWBPC's phone were still dead and gave the same recording as before when called.

6-1-95 SWBPC turned their phones back on. They continued to push Brien into signing with them.

7-1-95 Nothing was being resolved after repeated attempts with SWBPC and Brien.

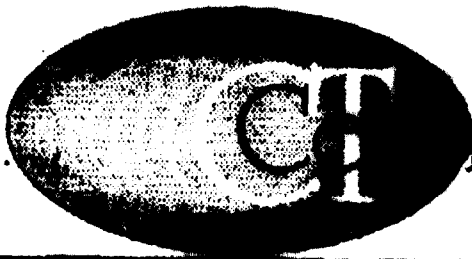
8-1-95 Kent Loggie a partner with America's Pub calls PPC to require PPC now to remove its payphone as it inds due to SWBPC reluctance to grant Brien and America's Pub's request and because they did turn their phones on, now there was not a need for our phone or services.

8-14-95 PPC removed its payphone.



U S WEST





# Central Telephone

PLEASE DELIVER THIS FAX TRANSMISSION TO:

COMPANY NAME: APCC

ATTENTION: GREGG HALLGREN

TELEPHONE: 703-385-5300

FAX NUMBER: 703-385-5301

THIS FAX TRANSMISSION ORIGINATED BY:

NAME: RICHARD STEVENS

TELEPHONE: 509-773-4472

FAX NUMBER: 509-773-6113

DATE: 4-18-96

THIS IS PAGE 1 OF A 2 PAGE TRANSMISSION.

COMMENTS:

We are sending over of events  
concerning our action against U.S. West  
about Stage Stop Service Station in  
Sumpter, OR



ORDER OF EVENTS CONCERNING STAGE STOP SERVICE STATION & U.S. WEST

1. 12/26/95 - Linda faxed first Public Access Line (PAL) request.
2. 01/24/96 - Central Telephone techs tried to do install at the site and found that nothing had been done by U.S. West. When U.S. West was called, they claimed they didn't have any paperwork from us.
3. 03/07/96 - Linda faxed another PAL request.
4. 03/19/96 - We were expecting to install on this day, however, again there was no work done at the site by U.S. West. Linda called U.S. West and they said they could not find our paper work. Lance from U.S. West asked Linda to re-fax her order of 03/07/96. He set up a day of 04/03/96 because their people only go to that area on Wednesdays and we were unable to send our techs there on 03/27/96 (the next Wednesday).
5. 03/20/96 - Richard talked to Cris Stevenson of U.S. West concerning this and she said she was starting an investigation.
6. 03/20/96 - Richard had Linda fax a complaint to Oregon PUC.
7. 03/21/96 - Linda faxed a request for confirmation of service on the site to Cris Stevenson.
8. 03/21/96 - Cris Stevenson left a message on the record-a-call returning Richard's call.
9. 03/21/96 - Cris Stevenson called again, returning Richard's call and said she would look into why we did not get our lines in.
10. 04/03/96, 9:11 a.m. - Anthony called U.S. West because there was still a coin line to the site. U.S. West told Anthony that they had until 5:00 p.m. to complete the job order. Anthony stated our line request form said that we requested it be done by noon.
11. 04/03/96, 1:39 p.m. - Anthony spoke to Helen from U.S. West who said all she would do is call dispatch and see what they would do. She found a copy of the PAL request and said the tech would be there by 5 p.m. Anthony told her we had a tech there waiting for the order to be finished. She said she would try to help. She said the lines were done by 04/02/96.
12. 04/03/96, 4:35 p.m. Todd from U.S. West said he will have a tech call Anthony.
13. 04/03/96, 5:12 p.m. Todd called back and said the phone lines were completed.
14. 04/10/96 - Linda called Ken Shaw, the owner of Stage Stop Service Station, and he told her that after we started processing our PAL requests, he received two questionnaires and "at least three or four" calls from U.S. West, trying to resign him.

Fax to Norm Wegg 7/27/96

InterConnect Services

**USWEST**  
COMMUNICATIONS ©

March 22, 1996

Dear Independent Payphone Provider:

U S WEST Public Services will be taking a more active role in disconnect requests for its payphones. Under current practice, a U S WEST payphone might be disconnected, without U S WEST Public Services being aware of the disconnect order, even though they are responsible for every aspect of that payphone, including its placement and maintenance. In addition, today's disconnect process is not consistent with the practice that applies to other payphone providers whose service is never disconnected without notice to them.

Beginning April 1, 1996, if a site provider directs, through an authorized agent such as an Independent Payphone Provider, that a U S WEST payphone be disconnected, InterConnect Services will take that order and issue the disconnect (as they do today). However, U S WEST Public Services will be looking at disconnect detail on their payphones prior to the actual disconnect. We understand that U S WEST Public Services may contact the site provider to discuss the reasons for the disconnect order and to review its relationship with the site provider. Obviously, they may, at that time, negotiate or renegotiate its relationship or contract with the site provider.

Under these circumstances, it is possible that a site provider may direct U S WEST Public Services to cancel the disconnect order and continue the U S WEST payphone service. If the disconnect order is to be cancelled, U S WEST Public Services will immediately advise InterConnect Services, and we will contact the agent (usually an IPP) who placed the order for the disconnect.

Remember, these practices relate only to the disconnect of the U S WEST Public Services facilities; they do not change the way InterConnect Services handles and treats orders for an IPP's own services. No order for Independent Payphone Provider service will ever be discussed or revealed to U S WEST Public Services by InterConnect Services. Completion of new connect activity for services ordered by IPPs will not be associated with the cancellation of the U S WEST payphone disconnect order.

If you have questions regarding this issue, please contact Jose Sisneros at 800-599-3704 (Colorado, Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and Wyoming) or Chris Stevenson at 800-662-8975 (Arizona, Idaho, Montana, New Mexico, Oregon, Utah, and Washington).

Yours very truly,

*Lu Ann Thorpe*

Lu Ann Thorpe  
Regional Manager-InterConnect Services

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## GTE COMPANIES



Call  
Communications,  
Incorporated

**FAXED TO (804) 779-2396 AND MAILED**

July 10, 1996

Mr. William C. Hanchey  
Regional Manager Regulatory/Tariffs  
GTE Telephone Operations  
One James Center  
901 E. Cary Street, Suite 1602  
Richmond, VA 23219

Dear Bill;

GTE turns off lines again!

CCI was informed by the site custodian at the Dale City Car Rest Area I-95 Mile Post 156 North that all 8 lines had no dial tone @ 12:50 P.M. on July 9, 1996. I immediately polled the phones and received the message that "The lines were no longer in service".

I checked with our accounting personnel who had been in contact with GTE on July 1, 1996 about fraud International AT&T charges on our phone bill at this site for October/November 1995. The GTE amount was paid on this bill along with all past bills. We were informed by GTE that everything would be taken care of. Well it was..... the lines were turned off again with NO notice to CCI. This is a direct violation of FCC rules.

I called Mr. Mac Bishop at approximately 1:00 P.M. and dialed up one of the disconnected lines; so that, Mr. Bishop was able to hear the message. Ms. Chris Farley @ CCI accounting relayed her conversation with GTE to Mr. Bishop.

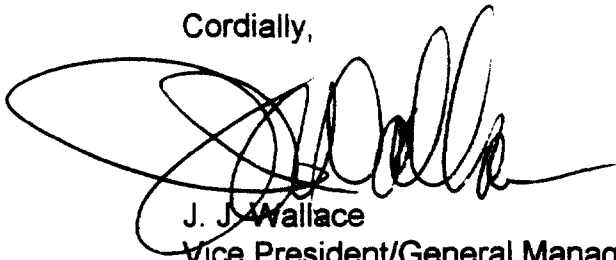
Mr. Bishop attempted to reach GTE personnel but everyone was still at lunch. Mr. Bishop told me that he would follow up and assist me in getting the lines turned on. I gave him all the telephone numbers of the lines turned off.

I talked to Mr. Bishop later in the day and he informed me that all the lines were back up at 1:29 P.M.

This location was out of service for some unknown period of time. I would suspect that the lines were turned off sometime early in the morning BUT again we were not notified or alerted. Virginia travelers were inconvenienced and CCI again lost revenue due to this decision to disconnect our lines.

GTE continues to damage the reputation and service of Call Communications, Inc. at Virginia Department of Highways Rest Areas where they formally provided payphone service. When will it cease? Who is going to get this resolved?

Cordially,

A large, stylized handwritten signature in black ink, appearing to read 'J. J. Wallace'.

J. J. Wallace

Vice President/General Manager

cc: Mr. E. M. Bishop - SCC  
Mr. G. Campbell - CCI  
Mr. K. T. Grennan - Corporate Counsel  
Mr. J. A. Muia - CCI  
Ms. M. Pollard - VDOT  
Mr. E. Weise - GTE



Call  
Communications.  
Incorporated

**Via Certified Mail**

July 3, 1996

Mr. William C. Hanchey  
Regional Manager Regulatory/Tariffs  
GTE Telephone Operations  
One James Center  
901 E. Cary Street, Suite 1602  
Richmond, VA 23219

Dear Bill;

Per my phone call yesterday to Mr. E. M. Bishop and Ms. Cynthia Stevens @ GTE, I'm extremely displeased with the way GTE has repeatedly shut us down at VDOT rest stop locations without ANY NOTICE ever being sent out to us. Also, per the attached list of top level ANI's for multiple telephone numbers on one bill, why was the VDOT location at Manasses singled out again and the lines turned off? (See the Attachment 'A' with invoice dates, telephone numbers and amounts.)

This has now happened to us at the following locations:

Chancellor Welcome Center South, I-95, Mile Post 132  
Dale City South, I-95, Mile Post 156  
Emporia Rest Area North, I-95, Mile Post 0  
Manasses Rest Area West, I-66, Mile Post 49  
Petersburg Welcome Center North, I-95, Mile Post 36

In each case Call Communications, Inc. was never informed of the disconnect of any of these phone numbers (See Attachment 'B').

My questions to GTE are:

Per the attached bill paid to GTE South on June 12, 1996 (Check #10576) payment schedule.....

Why were phone lines turned off for an invoice dated 5/16/96?

Why are invoices dated 5/7/96 not turned off?

Why are invoices dated 5/10/96 not turned off?

Why are invoices dated 5/13/96 not turned off?

Why are invoices also dated 5/16/96 not turned off?

Obviously it was not a policy to turn off a location due to Invoice date.

Why was CCI not notified of the disconnect?  
Why was the disconnect issued for lines identified as... "ANI's to be treated as no cutoff without first notifying the customer"?  
Why is this the 5th Virginia Department Of Transportation (VDOT) location disconnected without ever notifying Call Communications?  
Why do we find out from the Virginia Department of Transportation that these are not working and not from GTE?  
Why is GTE targeting all the rest stops formerly serviced by GTE as the ONLY disconnects when we have a problem?

Incidentally, it is interesting to note that the next check #10577 was sent to GTE North on 6/12/96 and they have a record of posted payment to accounts on 6/19/96 and 6/20/96 per Pammy Jo on 7/2/96 @ 3:50 P.M.

It is quite evident that GTE has singled out CCI and has made it practically impossible for CCI to successfully meet its commitment to the Virginia Department Of Transportation for payphone services. GTE has continued to impair the ongoing business at each of the above sites.

In another incident, an underground telephone cable at the Woodbridge Commuter Lot (703-490-6448 and 703-490-5258) was cut by a contractor. CCI reported to GTE service department 6/20/96 of the problem. Bruce @ GTE told CCI that it would be repaired in 3 weeks. This was totally unacceptable! I personally called another GTE manager (Mr. Brant Massey) on 6/26/96 and asked for his assistance in getting me some help.

#### Events.....

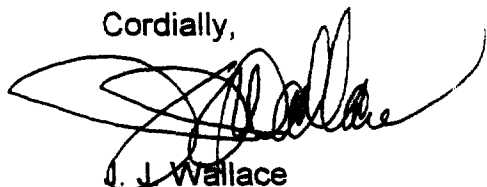
1. Called Mr. Massey on 6/26/96 and asked for his help.
2. As of 6/27/96 one of the lines (703-490-6448) was working and the other one was being investigated by GTE. Told Mr. Massey that I would have our tech at the site to check out temporary fix made.
3. CCI tech verified 6/28/96 that line is still bad at demarc. Mr. Massey told me that a construction crew was due at site 6/28/96.
4. CCI checked line 7/1/96 and verified that the line still is out of service. Called Mr. Massey and relayed message of no repair. He would try to help and do some more checking.
5. Called Mr. Massey on 7/2/96 and left a message of the problem.
6. LINE DOWN SINCE 6/20/96 and based on the repair date, I do not expect it to be fixed until 7/11/96 from Bruce @ GTE repair. Have not gotten any information to date of the potential repair.
7. Line still down as of 7/3/96.

Let me point out that Mr. Brant Massey has been as helpful as he can be and I do want to give him my sincere thanks for trying to help me out.



I would expect you to meet with me and the proper officials at VDOT and the SCC to explain the solutions to these problems and how you will reimburse our company for lost revenue and what credits will you issue for these lines. I will expect a complete answer to each of my questions and a complete investigation as to the ongoing practices of GTE.

Cordially,

A handwritten signature in black ink, appearing to read "J. J. Wallace", written over a horizontal line.

J. J. Wallace

Vice President/General Manager

cc: Mr. E. M. Bishop - SCC - SENIOR TELECOMMUNICATIONS SPECIALIST  
Mr. G. Campbell - CCI - MKG. DIRECTOR  
Mr. K. T. Grennan - Corporate Counsel  
Mr. J. A. Muia - CCI - PRESIDENT  
Ms. M. Pollard - VDOT - AGENCY MANAGEMENT ANALYST (TELECOMMUNICATIONS)  
Ms. C. A. Stevens - GTE - REGIONAL MGR OF INDUSTRY AFFAIRS  
Mr. E. Weise - GTE - REGIONAL PRESIDENT

ATTACHMENTS

Jun 12, 1996

## ACCOUNTS PAYABLE COMPUTER CHECK REGISTER

Page 7

POSTING OPTION: Batch Date

BATCH DATE: 06/12/96

CHECK NUMBER	DATE	VENDOR NUMBER NAME (1st 25 characters)	VOUCHER NUMBER	INVOICE NUMBER DATE	INVOICE AMOUNT PAID	DISCOUNT AMOUNT	CHECK/CREDIT AMOUNT
			37268	5405740086 05/19/96	70.46		70.46
				CHECK TOTAL :	7,018.84	.00	7,018.84
10577	06/12/96	GTE7110 GTE North	37269	8144596188 05/19/96	205.23		205.23
			37270	9989005050 05/19/96	794.11		794.11
			37271	9989005124 05/19/96	1,094.97		1,094.97
				CHECK TOTAL :	2,094.31	.00	2,094.31
10578	06/12/96	INTELLI Intellicall, Inc.	36446	160791 05/14/96	152.16		152.16
			36447	160912 05/15/96	150.76		150.76
				CHECK TOTAL :	302.92	.00	302.92
10579	06/12/96	MCI-800 MCI Telecommunications,	34086	71700009 04/15/96	668.68		668.68
			34157	71959390 04/15/96	41.32		41.32
				CHECK TOTAL :	710.00	.00	710.00
10580	06/12/96	MCI-IND MCI Commercial Service -	37272	5406353199 05/16/96	5.18		5.18
			37273	5404337234 05/16/96	5.18		5.18
			37274	8046899010 05/18/96	5.18		5.18
			37275	8046899001 05/18/96	26.15		26.15
				CHECK TOTAL :	41.69	.00	41.69
10581	06/12/96	MIDVALL Mid Valley Press	36491	017129 05/21/96	474.14		474.14
10582	06/12/96	PLEASAM Pleasants Hardware	36899	STMT 05/25 05/25/96	59.40		59.40
10583	06/12/96	UNITE03 United Telephone Company	37276	2192612793 05/19/96	436.00		436.00
			37277	2195869036 05/19/96	660.77		660.77
				CHECK TOTAL :	1,096.77	.00	1,096.77
10584	06/12/96	UNITE40 United Telephone - South	37278	5402381915 05/16/96	32.98		32.98
			37279	5402381825 05/16/96	40.11		40.11
			37280	5402381745 05/16/96	35.92		35.92
				CHECK TOTAL :	109.01	.00	109.01
17 TOTAL CHECKS				TOTAL ALL CHECKS:	35,761.62	.00	35,761.62

ATTACHMENT 'A'  
Pg 2 of 2

37206	8043480103	04/25/96	298.43	298.43
37207	8046345568	05/07/96	137.56	137.56
37208	8048480667	05/07/96	140.03	140.03
37209	8045350068	05/07/96	34.95	34.95
37210	8044480465	05/07/96	181.55	181.55
37211	7034418664	05/07/96	316.61	316.61
37212	8047252164	05/07/96	44.27	44.27

50/998059  
1858059  
180-ole

Jun 12, 1996

ACCOUNTS PAYABLE COMPUTER CHECK REGISTER

Page 6

POSTING OPTION: Batch Date

BATCH DATE: 06/12/96

CHECK NUMBER	DATE	VENDOR NUMBER NAME (1st 25 characters)	VOUCHER NUMBER	INVOICE NUMBER	DATE	INVOICE AMOUNT PAID	DISCOUNT AMOUNT	CHECK/CREDIT AMOUNT
			37214	8047580466	05/07/96	28.17		28.17
			37215	8047368865	05/07/96	247.50		247.50
			37216	5404337164	05/07/96	67.35		67.35
			37217	5405740063	05/07/96	72.12		72.12
			37218	5408963464	05/07/96	38.92		38.92
			37219	8047210169	05/07/96	91.13		91.13
			37220	8044267062	05/07/96	43.91		43.91
			37221	8046342368	05/07/96	63.38		63.38
			37222	5403772960	05/07/96	55.50		55.50
			37223	8044481194	05/10/96	135.82		135.82
			37224	8047692396	05/10/96	51.29		51.29
			37225	8043480497	05/10/96	32.67		32.67
			37226	8043483695	05/10/96	35.97		35.97
			37227	8045425099	05/10/96	14.56		14.56
			37228	5404341996	05/10/96	261.96		261.96
			37229	5404342499	05/10/96	93.29		93.29
			37230	5404345899	05/10/96	125.61		125.61
			37231	5403775598	05/10/96	221.27		221.27
			37232	5403772194	05/10/96	46.58		46.58
			37233	5403772790	05/10/96	47.98		47.98
			37234	8046342297	05/10/96	27.88		27.88
			37235	8042945324	05/13/96	51.98		51.98
			37236	8043577422	05/13/96	135.91		135.91
			37237	8046343822	05/13/96	636.00		636.00
			37238	8043480025	05/13/96	143.51		143.51
			37239	8046340220	05/13/96	63.90		63.90
			37240	8048482427	05/13/96	72.26		72.26
			37241	8049497729	05/13/96	91.14		91.14
			37242	8049490128	05/13/96	77.02		77.02
			37243	5403775726	05/13/96	52.94		52.94
			37244	5408966824	05/13/96	33.72		33.72
			37245	5404326525	05/13/96	96.63		96.63
			37246	5404326221	05/13/96	39.46		39.46
			37247	7033612956	05/16/96	792.13		792.13
			37248	8045698556	05/16/96	31.40		31.40
			37249	8045350050	05/16/96	31.60		31.60
			37250	5406595352	05/16/96	47.61		47.61
			37251	8044350759	05/16/96	31.70		31.70
			37252	5404349059	05/16/96	94.33		94.33
			37253	5404345253	05/16/96	285.04		285.04
			37254	8046340856	05/16/96	38.17		38.17
			37255	5404348557	05/16/96	452.51		452.51
			37256	5408284982	05/19/96	31.87		31.87
			37257	5403772787	05/19/96	43.02		43.02

ATTACHMENT  
'A'  
Pg 1 of 2

ATTACHMENT 'B'  
Pg 1 of 1

50164	(703)	730-3394	NO	717	VDOT DALE CITY REST I-95MP156S
50165	(703)	730-3513	NO	717	VDOT DALE CITY REST I-95MP156S
50166	(703)	730-3672	NO	717	VDOT DALE CITY REST I-95MP156S
50167	(703)	730-3689	NO	717	VDOT DALE CITY REST I-95MP156S
50168	(703)	730-3692	NO	717	VDOT DALE CITY REST I-95MP156S
50169	(703)	730-3787	NO	717	VDOT DALE CITY REST I-95MP156S
50170	(703)	730-3791	NO	717	VDOT DALE CITY REST I-95MP156S
50171	(703)	730-3843	NO	717	VDOT DALE CITY REST I-95MP156S
50059	(804)	634-0213	NO	733	VDOT EMPORIA REST I-95 MPO N
50060	(804)	348-0152	NO	733	VDOT EMPORIA REST I-95 MPO N
50061	(804)	348-0238	NO	733	VDOT EMPORIA REST I-95 MPO N
50062	(804)	348-0322	NO	733	VDOT EMPORIA REST I-95 MPO N
50041	(703)	361-2956	NO	745	VDOT MANASSAS REST I-66 MP49 W
50042	(703)	361-3260	NO	745	VDOT MANASSAS REST I-66 MP49 W
50043	(703)	361-8523	NO	745	VDOT MANASSAS REST I-66 MP49 W
50044	(703)	361-9751	NO	745	VDOT MANASSAS REST I-66 MP49 W
50045	(703)	361-1947	NO	745	VDOT MANASSAS REST I-66 MP49 W
50046	(703)	361-2622	NO	745	VDOT MANASSAS REST I-66 MP49 W
50047	(703)	361-4941	NO	745	VDOT MANASSAS REST I-66 MP49 W
50048	(703)	361-2341	NO	745	VDOT MANASSAS REST I-66 MP49 W
50110	(804)	246-6310	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50111	(804)	246-6413	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50112	(804)	246-6510	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50113	(804)	246-6609	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50114	(804)	246-8321	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50115	(804)	246-8403	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50116	(804)	246-6703	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50117	(804)	246-6810	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50118	(804)	246-6911	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50119	(804)	246-8009	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50120	(804)	246-8109	NO	757	VDOT PETERSBURG WEL I-95 MP36N
50121	(804)	246-8207	NO	757	VDOT PETERSBURG WEL I-95 MP36N



## SPRINT COMPANIES





**PAY COM, Inc.**

**PAY TELEPHONE SYSTEMS**

2773 Siloam Road  
Siloam, NC 27047

(910) 374-4975  
Fax (910) 374-4352  
Toll Free 800-729-2664

April 18, 1996

Mr. Vincent Sandusky  
President  
APCC  
10306 Eaton Place  
Fairfax, VA 22030

Dear Mr. Sandusky:

The problems that our company have faced concerning unfair competitive practices from LECS have come primarily from Sprint/Centel in North Carolina.

We have signed numerous accounts recently where Centel contracts have expired or there was no Centel contract at all, yet Centel refuses to remove their phones.

Just last month, March 1996, we signed an exclusive contract for our pay telephone service at Millers Creek Market in Millers Creek, NC.. Centel does not have any contact at all with the business owner or property owner, but because it is a good revenue producer, Centel, at the current time, refuses to remove their phone.

Sprint/Centel has aggressively installed new phones directly across or beside of our locations and we have had to make necessary arrangements to protect our accounts. In Asheboro, for instance, where we were trying to solicit an account, soon afterwards Centel installed brand new equipment, and at some locations have put in two (2) additional payphones where originally only one (1) was there.

There are many other instances we are documenting and will make known later.

Sincerely,

  
Danny A. Poindexter  
President

*"We Pay You For Your Business"*



